

## DEPARTMENT OF HEALTH SERVICES

714/744 P STREET  
SACRAMENTO, CA 95814  
16/445-1912



February 23, 1979

To: All County Welfare Directors

Letter No. 79-5

## RETURNED MEDI-CAL CARDS

The purpose of this letter is to advise you of a change to the Department's "return" card process. Under the Department's current eligibility process, every Medi-Cal card (MC 300) produced by the Department results in the creation of an eligibility record in the eligibility history system. However, each month a significant number of MC 300s are returned to the Department by the counties as undeliverable or unused due to discontinued eligibility. Data from these returned cards must be entered into the eligibility history system to delete the beneficiary's eligibility status. In order to reduce the Department's key data entry workload resulting from returned MC 300s, we are implementing a procedure to capture beneficiary information from the card by Optical Character Recognition (OCR).

Due to the characteristics of the OCR machine, certain constraints must be imposed on the physical condition of the returned card. Therefore, when returning a MC 300, please observe the following:

1. Do not mark the left hand (address) side of the card;
2. Do not fold, staple, or tape the card;
3. Do not remove any labels from the card.

Your cooperation is appreciated. If you have any questions, please contact Doug Knutson at 916/445-1912.

Sincerely,

Original signed by

Doris Z. Soderberg, Chief  
Eligibility Branch  
Medical Care Standards Division

cc: Medi-Cal County Liaisons  
Medi-Cal Field Representatives

Expiration Date: August 31, 1979